

TECHNICAL WRITER

DEFINITION

Prepares and maintains systems and programming documentation, procedures, and methods for the District's information technology systems.

TYPICAL DUTIES

Gathers and analyzes technical information associated with the District's information technology systems.

Interfaces with programming and related staff to discuss and clarify systems and programming procedures and methods.

Translates technical information into clear, readable documents to be used by technical and non-technical staff.

Designs, writes, and edits systems and programming documentation for the District's information technology systems including reference and user manuals.

Prepares and edits technical articles and online documentation related to the District's information technology systems.

Assists in the design of training materials related to programming documentation, procedures, and methods.

Maintains a current internal technical documentation library.

Maintains effective and cooperative working relationships with District staff, project consultants, and vendors.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Technical Writer** prepares and maintains systems and programming documentation, procedures, and methods for the District's information technology systems.

A **Programmer Analyst** performs systems analysis, design, and programming duties involving complex computer applications and programs or segments of highly complex programs and may provide technical assistance to assigned programming staff.

SUPERVISION

General supervision is received from the Supervising Systems and Programming Manager or the SAP/ERP Manager. Functional supervision may be exercised over technical staff assigned to the project.

CLASS QUALIFICATIONS

Knowledge of:

Principles and procedures of technical program documentation

Capabilities of information technology systems including but not limited to Enterprise Resource Planning (ERP) systems such as SAP, PeopleSoft, Oracle, etc.

Knowledge of: (Cont)

Operation and application of a wide variety of desktop publishing and multimedia software and development tools such as Microsoft Office Suite, Adobe Acrobat, Adobe Dreamweaver, Power Point, HTML, RxD Infopak, Visio, etc.

Business procedures and methods

Business process mapping and flow charting

Report, user manual, and technical documentation formats

English usage, grammar, spelling, and punctuation

Principles of organization and management of records

Skill in:

Writing, editing, and organizing technical information in a clear, concise, and cohesive manner

Ability to:

Design, write, and maintain systems and programming documentation, procedures, and methods for information technology systems

Express difficult and complex technical concepts clearly and concisely both orally and in writing

Analyze, interpret, and simplify technical information

Maintain effective and cooperative working relationships with administrators, staff, users, project consultants and vendors

Work effectively and independently on assigned projects

Meet established priorities and schedules

Effectively utilize computer equipment and software in the performance of duties

Learn the characteristics of new systems and update skills to adapt to changing technology

ENTRANCE QUALIFICATIONS

Education and Experience:

Graduation from a recognized four-year college or university preferably with a major in computer information systems, management information systems, business administration, English (with a concentration in technical writing) or a related field.

AND

Two years of recent, full-time, paid professional-level experience in preparing technical documentation for an information technology system. Experience with documenting an Enterprise Resource Planning System (ERP) is desirable. Certification as a technical writer is desirable.

Special:

A valid Class "C" California driver's license must be obtained within 60 days of appointment. Access to an automobile.